

MEMORANDUM

Cal OES has worked with various stakeholders to develop the following list of questions that can be used during the negotiations with any potential broadband service provider. These questions may be tailored for use in discussions with any broadband service provider.

1. In what ways will Vendor Name meet or exceed the service levels currently available with our current broadband service provider?
2. What advantages do you offer compared to what has been promised by FirstNet?
3. Can we use our existing devices (handhelds, vehicle modems, CAD interface, etc.)?
 - a. If not, can we get discounts on new equipment?
4. Can you describe the applications provided through your broadband service that are available today to increase our communications capability?
5. Are the applications you describe interoperable with all carriers on all devices?
6. Is Priority and Preemption available? How do I get access to these services?
7. How are users managed? Who will have the ability to manage devices? Who will have the ability to upgrade/downgrade users?
8. Will your management tool allow me to determine the status of cellular sites in my jurisdiction?
9. How are lost or stolen devices managed?
10. Do you have any case studies or contacts for agencies that are currently using your service?
11. What are the costs for Vendor Name services and devices?
12. Can you provide guaranteed or realistic Coverage and Capacity maps for my jurisdiction?
13. Can you please describe how the following will be addressed:
 - a. Expanded large event capacity, including pre-planning and enhanced capacity solutions
 - b. Adequate in-building coverage, including underground parking and public transit tunnels

- c. How will Vendor Name address the known coverage gaps in our jurisdiction?
14. What training will Vendor Name provide for public safety users and device managers prior to beginning to use the service?
 15. Will there be secure back-end connectivity to PSAP/Dispatch/Data Centers for access to CAD, crime data, and other local applications/databases? Specifically, how will these secure connections be provided?
 16. How will Vendor Name integrate into CAD?
 17. Will there be adequate cybersecurity and security of sensitive law enforcement data (CJIS, CRIMS, COPLINK, ARIES Data Warehouse, etc.), at no extra cost, for those users who need access to law enforcement data?
 18. How will Vendor Name address technology refresh and upgrade cycles? Will this involve system downtime and how will we be informed of downtimes? Will technology refreshes have an additional cost?
 19. Can you provide a copy of the SLA's and Terms/Conditions of the contract?
 20. Will an agency be able to load an agency-developed application, which is not FirstNet/AT&T certified, onto an AT&T Device?